



# NCI-Frederick Proudly Introduces the NEW Employee Assistance Program (EAP) Services

Starting: September 1, 2006

A comprehensive and confidential work life, counseling, and referral program for NCI-Frederick government and contractor employees and their dependents

Services Provided By:



**BUSINESS HEALTH SERVICES<sup>SM</sup>**

*Solutions for a Healthier Workplace<sup>SM</sup>*

## What Is The EAP?

It's an Employee Assistance Program. The EAP provides NCI-Frederick government and contractor employees and their dependents (those eligible for coverage under the employer's health insurance) with free, confidential assistance to help with personal or work-related problems that may interfere with work or family responsibilities and obligations. Services are available 24 hours a day, 7 days a week via a toll-free nationwide number. NCI-Frederick government and contractor employees and their dependents can receive **up to five (5)** face to face counseling sessions (which includes assessment, follow-up and referral services) per person, per problem episode, per year. Telephonic services are available through TTY and a language line. Wellness resources and health tips are also available via the BHS website, [www.bhsonline.com](http://www.bhsonline.com).

## What Happens In The EAP Session?

The EAP counseling process is about providing an easily accessible, safe and confidential means for identifying problems and resolving them. BHS offers initial assessment, short-term counseling, referral services and follow-up services.

## What Happens When I Call?

After calling the toll-free 800 number, each caller will be connected with a "Care Coordinator".

Care Coordinators are Master's Level counselors who will assess the problem and facilitate the communication among all parties involved, from intake to case closing to aftercare follow-up, ensuring the client is satisfied and connected to the appropriate resources. BHS offers on-site EAP services through Selden Cooper three days per week in addition to our network of more than 7,000 Master's Level clinicians throughout the United States.

## What Kinds Of Problems Does the EAP Deal With?

The EAP deals with all kinds of people and all types of problems. Typically, EAPs assist employees with obstacles such as:

- Stress Management**
- Family Problems**
- Child Care/Parenting**
- Substance Abuse Issues**
- Marital/Relational**
- Legal/Financial Concerns**
- Grief/Loss**
- Work-Related Issues**
- Communication**
- Time Management**

## Are EAP Services Really Confidential?

YES! Employees who bring their problems to the EAP are treated under the same policy of confidentiality that a doctor has with a patient. Information about an employee's problems cannot be released without the written permission of the employee.

## What Is The Cost?

The EAP service is a free benefit provided and paid for by the employer. If additional help is needed, the employee's health insurance plan may cover a portion of the costs.

## Visit the BHS Website

Business Health Services invites you to visit us online at [www.bhsonline.com](http://www.bhsonline.com).

Employees accessing the website will need to enter a user name, which is **NCIF**.

- 1.) Go to [www.bhsonline.com](http://www.bhsonline.com)
- 2.) Scroll down to the "**new secure login area**" for: "Employees & Their Household Family Members".
- 3.) "User Name" will appear - this is where you will enter **NCIF**. You are connected!

Any questions? Just call **800-765-3277**.

Take advantage of this confidential, convenient employee benefit!

Contact **BUSINESS HEALTH SERVICES** For More Information

**1-800-765-3277 \* 24 hours a day, 7 days a week**